

# Request for Proposals



## Procurement of a Utility Billing System

Issue date:  
September 14, 2015

**Owner:**  
City of Evans  
1100 37<sup>th</sup> Street  
Evans, CO 80634

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### Exhibits:

#### **A. Professional Services Agreement**

## **I. Introduction**

The City of Evans (City) is requesting proposals to provide a utility billing software system for the City's water, sewer, and storm utilities also including trash service. The proposed solution shall accommodate all current City billing process and procedures. The proposed solution must also integrate with EmGov Financial system and meter reading hardware (Sensus). The target date of implementation is by December 2015.

Known as the "Queen City of the Platte" when incorporated in 1869, Evans was the County Seat of Weld County for many years. From a population of around 400 in a true Wild West town, Evans has grown to 18,537 residents living in an urban area with a rural feel. For a long time Evans was the only town in the area to allow liquor and gambling, which made it the center of activity in the area.

Today Evans is a community where our residents have a wide choice of housing, great schools, all the shopping and amenities of a large town, and a great quality of life. With over 300 days of sunshine each year and a full four seasons, many people relocate to Evans to experience the best of northern Colorado.

Residents enjoy over 300 acres of parks and open space (including a dog park), several hiking and biking trails along the river and within the town, easy access to the Denver International Airport, and quick drives south to Denver or west to the Rocky Mountains. A local airport has flights around the country leaving daily, the access to I-25, US 85 and US 34 are only minutes away, and the conveniently located Union Pacific Railroad offers opportunities for shipping and receiving materials. Evans is a wonderful place to raise a family, start a business, and buy a home.

The City currently serves a population of approximately 18,500 people and has approximately 6,100 water and sewer connections including storm and trash services that are billed in-house using a software system (EmGov).

The complete RFP for this project can be obtained online [www.rockymountainbidsystem.com/admin](http://www.rockymountainbidsystem.com/admin) or by emailing [nsalazar@evanscolorado.gov](mailto:nsalazar@evanscolorado.gov).

The City reserves the right to reject any and all proposals for good cause, to request new proposals and to waive any and all informalities in the proposals.

Questions should be directed to the Support Services Manager, Nancy Salazar, at [nsalazar@evanscolorado.gov](mailto:nsalazar@evanscolorado.gov). Proposals, the requirements for which are detailed in the RFP package, are due to the City of Evans, 1100 37<sup>th</sup> Street, Evans, CO 80620; phone 970-475-1170 no later than 2:00 pm on September 25, 2015.

## **II. Purpose**

The City is issuing a request for proposals (RFP), to provide a utility billing software system for the City's water, sewer, storm and trash utilities. The proposed solution shall accommodate all current City's billing processes and procedures. It must also integrate with EmGov Financial system and meter reading hardware (Sensus). The target date of implementation is by December 2015.

The City is open to suggestions from vendors on how the implementation is developed, written and presented. However, the primary categories noted below should be addressed in the plan.

The project will include the following key components:

- Software to support the organization's utility billing functions
- Installation of the software package
- Conversion from the existing in-house system to the new software package
- Rate Table Consolidation

Training on the new software package  
Annual maintenance contract to maintain the system current, correct deficiencies and provide operational assistance as needed

### III. Scope of Services

The services requested under this request for proposal will generally consist of the following:

#### A. Requirements

The selected vendor will be expected to provide comprehensive services to address the work outcomes outlined in this RFP. The requirements listed below may not be all inclusive of work needed to accomplish respective tasks. It is expected that vendors will have sufficient qualifications and experience to provide complete services without having each individual task identified herein.

The work involved under the terms of the contract with the successful respondent shall be full and complete execution of the items noted below, and as described further throughout this RFP. This effort involves the furnishing of a utility billing system, to include but not be limited to the following:

1. The City desires a utility billing software application that will meet current core functions and future needs of the City, and will integrate all aspects of utility services, including:
  - a. Billing
  - b. Collections
  - c. Electronic Funds Transfer with Credit Cards, Cashiering and Invoicing
  - d. Backflow Testing
  - e. Work/Service Order Processing
  - f. Web Extensions for customers to view and pay utility bills online
  - g. Web Extensions for customers to request services and communicate
  - h. Ability to integrate financial data with the organization's financial systems (EmGov)
  - i. Interface to Automated Meter Reading systems (Sensus)
  - j. Meter Maintenance manager
  - k. Reporting tools for generating custom reports
  - l. Web based interface for shutoff management
  - m. Geographic Information System (GIS)
  - n. Ability to schedule internal work processes (meter maintenance, service orders, report printing, notice generation)
  - o. Support a tiered rate structure
  - p. Rate Table consolidation at conversion
2. In addition to utility billing, the vendor must lead the installation of the new software and the conversion of current utility billing data to the new software database. The City also requires the vendor to train all key users and to extend technical support so long as the City contracts with the vendor.

#### A.1. Technical Requirements

The following are minimum proposed requirements. No proposal will be considered without meeting all of the following requirements. Please answer the questions as stated. If you cannot answer YES to all the question in this section, the proposal will not be considered.

No.	Requirements	Vendor Response YES or NO
A 1.1	The proposed system must operate on MS 2012 Server and later with Active Directory. Is the proposed system able to utilize this technology?	

A 1.2	The proposed system must use the MS SQL 2008 and later database architecture. Is the proposed system able to utilize this technology?	
A 1.3	The proposed system must be able to run on Windows 7/8 and iOS clients. Is the proposed system able to comply with this requirement?	
A 1.4	The proposed system must be able to operate on a VMWare Virtual Server. Is the proposed system supported and capable of running on a VMWare Virtual Server?	
A 1.5	The proposed system must be compatible with ESRI products either directly or via 3 <sup>rd</sup> party tools. Is the proposed system able to comply with this requirement?	
A1.6	Is your current software Microsoft .NET or do you intend to make the proposed system .NET compatible?	
A1.7	The proposed system shall allow system users to retrieve and view relevant ECM stored (scanned) documents.	

## A.2. Software Capabilities

Provide a response to each of the following requirements in the appropriate column.

No.	Requirement	Yes, it is in base package	No, but we will modify at no cost	No, we will modify at additional cost	No, this function is not available.	Vendor Comment
A 2.1	Are you able to export your support tickets with the City of Evans from your ticketing system into the City's Spiceworks ticketing system OR is your team able to work directly within the City's ticketing system?					
A 2.2	Do you have tools that allow remote support without user initiation to support systems from outside the office and is there an audit trail of support technician access to devices?					
A 2.3	Do your systems allow the city to track costs in real time with line item					

	details of each support incident?					
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### A.3. Technical Expertise – Experience and Qualifications

Answer the following questions and provide the necessary documentation for each item listed below:

No.	Question	Answer
A 3.1	Specify the number of years the Proposed firm has been in the Utility Billing Services business	
A 3.2	Specify the total number of employees within the company.	
A 3.3	Specify the number of employees dedicated to configuration, implementation, and maintenance of Microsoft systems.	
A 3.4	Specify the number of employees in customer support.	
A 3.5	Specify the amount of dollars dedicated annually to maintain current certification.	
A 3.6	Specify technical support hours of operation and how mission critical support issues are handled after hours (if applicable).	

### A.4. Technical Expertise – Installed Base

Answer the following questions and provide the necessary documentation for each item listed below:

No.	Question	Answer
A 4.1	Specify the total number of current clients using any of your firm's services.	
A 4.2	Specify the total number of local government owned clients. How many with populations between 15k-30k?	
A 4.3	Specify the total number of clients with between 50-150 employees.	
A 4.4	If your proposal is short listed, are you willing to provide a complete (all) list of your firm's clients and may we contact them?	
A 4.5	If your firm is selected for the project, are you able to complete implementation by December of 2015? If not, what is your estimated timeframe for implementation?	

### B. Project Schedule

Event	Date	Time
RFP Advertised to Consultants	September 14, 2015	5:00 pm (MST)

Final Day for Questions  Submit to <a href="mailto:nsalazar@evanscolorado.gov">nsalazar@evanscolorado.gov</a>	September 18, 2015	5:00 pm (MST)
<b>Proposals Due</b>  <a href="mailto:nsalazar@evanscolorado.gov">nsalazar@evanscolorado.gov</a>	<b>September 25, 2015</b>	<b>2:00 pm (MST)</b>
<i>Shortlist by</i>	<i>September 18, 2015</i>	
<i>Interviews:</i>	<i>October 2, 2015</i>	
<i>Recommendation to City Council</i>	<i>October 6, 2015</i>	

The project schedule dates listed in *italics* above are approximate and may change.

#### IV. Instructions Vendors

##### A. Submittal Requirements

Qualified vendors interested in performing the work described in this RFP should submit the following information. The information listed below is in no specific order of importance or organization.

1. Provide an original, signed cover letter of the prime vendor's principal identifying your interest and desire to work on this project. This letter may contain scanned or electronic signatures from the principal.
2. Qualifications of the vendor and staff proposed, as well as key team members identified to perform work on this project. This should include resumes of staff and any recommendation letters received for past projects. Please include full availability of your key team members to perform work tasks outlined in this RFP.
3. Software Capabilities: The proposal will be evaluated on the ability of the software to meet the technical specifications and to satisfy the functional requirements of the organization's Utility Billing Unit.
4. A list of similar plans your organization has completed with the key personnel proposed for this project. Please provide at least five (5) complete references with full contact information. The City or its representative will contact one or more of your references as part of the selection process.
5. Detail experience your organization has with development of applications and implementations.
6. Discuss how your organization will analyze and prepare to implement a utility billing system for the City and within the target date.
7. Provide a summary (spreadsheet format suggested) of your estimated costs to perform the Scope of Services outlined in Part III above and to include a separate line item pertaining to ongoing support costs. The summary shall outline the activities for each work part, indicate the cost per part, total of hours per estimated labor category, reimbursables and the contract total cost. Assume all schedule constraints and work products as outlined in this RFP.

8. Discuss your willingness to enter into the Professional Services Agreement included as part of this RFP and list any exceptions your organization may have to the Agreement.
9. Limit the total length of your proposal to a maximum of **20** pages, double sided (excluding covers and dividers).
10. Submit a single electronic copy emailed to:  
  
[nsalazar@evanscolorado.gov](mailto:nsalazar@evanscolorado.gov)  
  
\*\*Limit file size to 10MB
11. Proposals must be received no later than **September 25, 2015 (2 pm, MST)**

## B. Contacts

Submit all questions in writing to:  
Nancy Salazar  
Support Service Manager  
City of Evans  
970-475-1157  
[nsalazar@evanscolorado.gov](mailto:nsalazar@evanscolorado.gov)

## V. Selection Criteria and Method

Attached to this document is the Selection Criteria to be used during proposal evaluations and interviews. The City reserves the right to accept or reject any proposal and waive any irregularities or informalities presented in the proposals received.

## VI. Terms and Conditions

The payment for services, as described under the Scope of Services, shall be based upon hourly rates provided in the Scope of Services billed up to a **guaranteed maximum; hourly, not-to-exceed amount**. Any changes in scope to the original contract will be treated as a negotiated change order to the contract.

### 1. Financial Obligation.

City of Evans anticipates appropriating funds for use on the Utility Billing System. All funds made available for the project shall be at the sole discretion of the City of Evans and subject to annual appropriations. **The City has reserved approximately \$80,000. The Consultants are expected to stay within this project budget and adjust their work products accordingly.** The City of Evans reserves the right to cancel this RFP at any time, without penalty.

### 2. References.

References contained in this Request for Proposals submitted by Bidder are an intricate part of Bidder's qualifications. References must be accurate. Bidder authorizes City to verify any and all information contained in the Request for Proposals from references contained herein and hereby



releases all those concerned providing information as a reference from any liability in connection with any information they give.

### **3. Collusive or Sham Proposals.**

Any proposal deemed to be a collusive or sham proposal will be immediately rejected. The vendor principal's signature on the RFP cover letter shall assure the proposal is genuine.

Request for proposals may be modified or withdrawn by the Bidder prior to the established due date and time.

### **4. Ownership of Documents.**

City of Evans shall own all documents submitted or generated during this proposal process or thereafter. The Vendor will not be compensated for generating, producing or duplicating any proposal materials associated with this RFP. All information submitted for proposal evaluation will be considered official information acquired in confidence and the City will use its best efforts to maintain confidentiality to the extent permitted by law.

### **5. Proposal as Contract.**

Items contained in the selected proposal will be considered conditions of the contract (as applicable). In the event conditions of the agreement documents conflict with elements in the proposal, the agreement documents shall govern.

The City reserves the right to reject any or all responses to this request for proposals and any or all bids, and to waive any irregularities in any response of Bids received.

## **Selection Criteria**

Vendors will be evaluated on the following criteria. These criteria will be the basis for review of the written proposals and interview session.

The rating scale shall be from 1 to 5, with 1 being a poor rating, 3 being an average rating, and 5 being an outstanding rating.

<b>WEIGHTING FACTOR</b>	<b>QUALIFICATION</b>	<b>STANDARD</b>
2.0	Scope of Proposal	Does the proposal show an understanding of the contract objective, methodology to be used and results that are desired from the contract?
2.0	Assigned Personnel	Do the persons who will be working on the project have the necessary skills? Are sufficient people of the requisite skills assigned to the contract?
1.0	Availability	Can the vendor provide flexibility to work on this type of contract? Are other qualified personnel available to

		assist in meeting project schedules if required? Is the project team available to attend meetings as required?
2.0	Vendor Capability	Does the vendor have the support capabilities that the assigned personnel require? Has the vendor designed and held previous contracts of this type and scope? Have these designs been successfully permitted, constructed and have operational success?
1.0	Motivation	Is the vendor motivated to work with the City to achieve the goals set forth in the RFP? Have they demonstrated this willingness?
2.0	Cost	Is the overall cost for the phase presented within the City's estimate? Are the labor unit costs reasonable and relative to current market rates?

**Reference evaluation (Top Ranked Firm)**

The Project Manager will check references using the following criteria. The evaluation rankings will be labeled Satisfactory/Unsatisfactory.

<b>QUALIFICATION</b>	<b>STANDARD</b>
Overall Performance	Would you hire this Professional again? Did they show the skills required by this project?
Timetable	Was the original Scope of Work completed within the specified time? Were interim deadlines met in a timely manner?
Completeness	Was the Professional responsive to client needs; did the Professional anticipate problems? Were problems resolved quickly and effectively?
Budget	Was the original Scope of Work completed within the project budget?
Job Knowledge	Was the Professional knowledgeable of the Utility Billing Software needs?

## **Exhibit A**

### **AGREEMENT FOR PROFESSIONAL SERVICES**

(Note page count does not include agreement or exhibits)